

Minutes of the Taxicab Advisory Group (TAG)
January 26, 2010 - 2:30 PM
140 W Flagler Street, Room #908

excluding MIA and Port of Miami. Staff said the information is available on the website as well as in the Taxicab Guide. Mr. Les Eisenberg stated he was considering making a iPhone application that shows the taxicab stands. Mr. Jerry Moskowitz moved to commend staff for the major improvements in creating and maintaining taxi stands in Miami Dade County. Mr. Les Eisenberg seconded, and all were in favor.

Standardized Reporting Technique (SRT): Ms. Peel said that one of the specific duties of the TAG and one of the specific duties and obligations of the CSD Director is to have an SRT for operators, after consultation with the TAG. A form was distributed that requests information regarding, number of calls, number of dispatches, wheelchair trips, and North and South Dade trips. Every PSC is required to supply the required information on a monthly basis.

Mr. Moskowitz suggested a standardized form to report complaints from drivers to the CSD. After discussion staff agreed to produce the required form detailing required information. The topic of Buying of Doors was raised. Staff reported that nine (9) drivers have recently received suspensions for BOD. Mr. Ahktar suggested that staff meet with hotel personnel to discuss the problem. Ms. Peel stated that a new director has been appointed for the Greater Miami & the Beaches Hotel Association and she would meet with and apprise her of the situation. Additionally, each year a letter is sent to the hotel owners, general managers and concierge and valet staff, informing them of regulations pertaining to BOD. A copy of the letter was requested for the next meeting.

Further discussion was tabled to discuss the remaining items on the agenda.

Technology: Ms. Peel provided and summarized a matrix indicating staff recommendations for technology including a timeframe for implementation. There was general agreement that the technology in the matrix was needed but the following concerns were raised:

Concern 1: PSCs who do not currently have radio dispatch systems:

Proposed Solution: Subscribe to a larger company and place the number of that company on the vehicle.

Concern 2: Funding

Proposed Solution: provide incentives for compliance; allow advertisement in the cab to pay for the equipment; companies that do not currently have dispatch systems should be grandfathered.

Concern 3: When it is required that every taxi driver have the same system of communication and must pay for it and does not use it, this creates a problem.

Concern 4: Camera system is too expensive for the driver. Drivers prefer to have cameras pointed outside of the vehicle.

CHAUFFEUR NOMINATIONS
October – December 2009
4th Quarter

Nomination #4-1

CR original application 7/28/1981

Citations 1 (Paid) – Complaints 0

In a nomination form submitted to the Consumer Services Department the passenger wrote:

Customer Service: Nominee was very professional and would nominate him again and again if I could.

Driver's Knowledge: Has been a driver for more than 30-years and manager of a taxi company.

Vehicle: Very clean and smell good.

Professional Attire: Well groomed and very neat. The driver was wearing a white shirt.

Nomination #4-2

CR original application 2/27/1979

Citations 1 (Paid) – Complaints 0

In a letter to the Consumer Services Department, the passenger writes:

On October 14th I arrived at Miami International Airport from Norway and picked up a taxi to go to Key Biscayne. The driver was (the nominee).

By mistake, I left my purse in the back seat of the taxi. In the purse was my Norwegian passport, visa, tickets, driver's license, health insurance card, four (4) credit cards, a good amount of money and my cell phone.

After cancelling my cards and reporting the loss to Key Biscayne Police, I contacted your office where Ms. Sandrene Dukes took the case of helping me. And she managed to locate the driver. I only knew his name, no company, number etc.

The nominee returned the purse to me with a big smile on his face, and nothing was missing. It sure makes me feel good to know that there are people like him around, so hones, and also so friendly and service minded. You should be proud of him.

Sincerely yours,

Thordis Lindberg

CHAUFFEUR NOMINATIONS
October – December 2009
4th Quarter

Nomination #4-3

CR original application 10/19/1999

Citations 4 (2 Paid/2 Void) – Complaints 1

In a nomination form submitted to the Consumer Services Department the passenger wrote:

Customer Service: I left my wallet behind in the cab. He gave up his time to return to where he dropped me off to return it personally. I had a trip the same day.

Driver's Knowledge: He requested that I identify the items to insure it was mine and waited patiently for me to verify the information.

Vehicle: Clean.

Professional Attire: Very professional and polite.

Nomination #4-4

CR original application 03/16/2006

Citations 2 (1 Paid/1 Void) – Complaints 0

In a nomination form submitted to the Consumer Services Department the passenger wrote:

Customer Service: He treated me like a regular customer.

Driver's Knowledge: He knew intricate ways of avoiding rush hour traffic.

Vehicle: Unlike most taxi drivers, he treated like his office.

Professional Attire: He was dressed for professional service.

Nomination #4-5

CR original application 04/14/2004

Citations 0 – Complaints 0

In an e-mail to the Consumer Services Department the passenger wrote:

To whom it may concern,

I am sending this email to compliment and commend (the nominee), a taxi driver with HAC license number xxxxx. He drove me from the airport on the 29th of November. I left my purse in his vehicle. He went above and beyond what was required of him in order to find me to get my purse back to me. He called my bank, my gym, my dentist, the library and several other places looking for a way to contact me. Finally, the library took his number and called the number they had for me on file. (The nominee) then drove to my house that evening to deliver the purse to me. He was incredibly diligent as well as kind

CHAUFFEUR NOMINATIONS
October – December 2009
4th Quarter

and respectful. I wanted to thank him by contacting the consumer service department. Please extend my thanks to him and be aware that he is a valuable individual on your team exhibiting the utmost in customer service. If you would like to contact me with any questions or comments, please feel free.

Thank you,
Veronica Reott
786-281-8477

Nomination #4-6

CR original application 10/13/1998

Citations 11 (8 Paid/3 Void) – Complaints 0

In telephone call to the Consumer Services Department a passenger called to commend (the nominee) for providing excellent customer service. The passenger left a bag at the Port of Miami and the driver went back to the port, retrieved the bag and brought it to her at the hotel. For that the customer was very grateful.

Nomination #4-7

CR original application 08/13/1990

Citations 1 (Not guilty at hearing) – Complaints 0

In telephone call to the Consumer Services Department a passenger called to commend a driver for providing excellent customer service. The passenger left her cell phone in the car and (the nominee) drove back to the hotel to return it.

Nomination #4-8

CR original application 04/08/1997

Citations 0 – Complaints 0

In telephone call to the Consumer Services Department a passenger advised that he was picked up from the Sofitel Hotel and transported to downtown Miami. The passenger left a very expensive cell phone in the cab, and after calling the phone a number of times the nominee finally answered. The chauffeur dropped the phone off at the hotel later on that evening.

Nomination #4-9

CR original application 12/11/2000

Citations 2 (1-Paid and 1- Not guilty at hearing) – Complaints 1

In a letter to the Consumer Services Department, the passenger writes:

I am the founder of The Dolphin Foundation, a 501C 3, that protects, educates, funds and helps sea-animals, their habitats and the environment at large. I am writing the

CHAUFFEUR NOMINATIONS

October – December 2009

4th Quarter

Miami-Dade Consumer Services Department, Passenger Transportation Regulatory Division at 140 West Flagler Street, #904 Miami, Florida 33130 to *compliment* cab driver, (the nominee) for excellent service.

On Thanksgiving Day weekend, (the nominee) helped me in an emergency situation by both saving my life from heavy traffic and delivering me to an important interview. The interview was on a Sunday at 9-a.m. for radio station 90.5 WVUM and my eye was extremely red and sensitive to light and often stayed closed due to an eye infection from debris on a litter clean-up days before Thanksgiving. On Thanksgiving Day proper, I actually called the ambulance to take me to Bascom Palmer's Emergency Room. [My eye, by the way, made a full recovery since.] And (the nominee) picked me up (seeing that my eye was injured and I needed to be safe) from the outskirts of Miami International Airport where traffic flow was insane that early Thanksgiving Day weekend morning roadside *without hesitation*. He understood the danger I was in and came directly to me *to first help me* without me flagging him.

While other cab drivers passed me by, the cab driver I am submitting for recognition to your staff today, (the nominee), I strongly feel deserves positive attention regarding his super actions. I was abruptly and without choice dropped off by a previous cab driver who had an "emergency" and left me in a dangerous spot, though he said I would be safe there and I wasn't.

In this New Year, I hope to celebrate cab drivers in Miami for better appreciating pedestrians as well as their customers. (the nominee) for me is an excellent example of how a cab driver should act, from his heart. The money was not the first thing on his mind, humanity was. No matter what, (the nominee) is an excellent cab driver and person for literally 'Making My Day.'

Thank you for considering cab driver (the nominee) for being excellent. I appreciate him and am glad he is driving in our town. Please let him know that he did 'Great!'

Sincerely,

L Powers

CHAUFFEUR NOMINATIONS

2009 Chauffeur of the Year

First Quarter 2009

Nomination #1-8

CR original application 08/20/1987

Citations 3 (2 Paid – 1 Void) - Complaints 0

In a letter submitted to the Consumer Services Department by a passenger, the passenger wrote:

During my visit to Miami on February 1st, 2009 I was walking somewhere on 10th Street close to the beach and I accidentally dropped my wallet. I thought that I could have lost my expenses for this month. Fortunately, (the nominee) Taxi 1305 or 11305, I'm not sure found it. He called my insurance company and tried to get my number to reach me. Then my insurance agent contacted me and (the nominee) kindly returned my money and all the belongings in my wallet back.

It makes me very content and hopeful that there still is someone who is very honest in the society now-a-days. So I wrote this letter to thank (the nominee) and your company for having such an honest and very wonderful person.

This letter is an appreciation letter from me to the company for him, thanks for having such an honest taxi driver like the nominee working in your company. So please accept my sincerest gratitude for the wonderful help and service you and your employee provide us.

Samalsawad Kajchapanot
Tampa, Florida

Second Quarter 2009

Nomination #2-2

CR original application 05/09/1991

Citations 9 (1 Paid – 1 Not Guilty after Hearing – 7 Void) – Complaints 6

Ten (10) nominations were received for this chauffeur.

In a letter to the Passenger Transportation Regulatory Division, the passenger wrote:

I wish to commend a driver for outstanding service.

On the 23rd of March I arrived at Miami airport and needed transport to an airport hotel. I was very fortunate to have (the nominee) being the driver that drove myself and my husband to the hotel in Miami. I had a long flight, was very tired. It was very late at night and I left my purse with all my cards in the cab. I was extremely upset and worried about leaving my purse.

CHAUFFEUR NOMINATIONS

2009 Chauffeur of the Year

That did not last long as (the nominee) turned his cab around at the airport and delivered my purse back to me at the hotel. It was only at my insistence that he would accept a tip for his trouble.

It is actions like this that restores faith in human nature, and as a regular traveler to America, it leaves me with a great feeling about traveling in your country.

Please accept my sincere thanks to the transportation department for such outstanding people in their employ.

Julie Saxon

The next four nominations were submitted from representatives of the same company who were traveling together.

Customer Service: Wonderful
Driver's Knowledge: Extremely well
Vehicle: Clean
Professional Attire: Great

Customer Service: Wonderful
Driver's Knowledge: Extremely well
Vehicle: Clean and well kept
Professional Attire: Great

Customer Service: Wonderful
Driver's Knowledge: Extremely well
Vehicle: Clean
Professional Attire: Great

Customer Service: The best I have ever received
Driver's Knowledge: Learned things I never knew before
Vehicle: Clean, well maintained
Professional Attire: Great, very professional

Additional nomination forms were received from passengers:

Customer Service: Wonderful service
Driver's Knowledge: Helped me by providing the correct address for my destination
Vehicle:
Professional Attire: very nice pants.

Customer Service: Very pleasant accommodations
Driver's Knowledge: Familiar with Miami Springs
Vehicle: Very clean
Professional Attire: Dress shirt and slacks

Customer Service: Excellent and prompt service
Driver's Knowledge: Knows the address where I was going
Vehicle: Clean and neat

CHAUFFEUR NOMINATIONS

2009 Chauffeur of the Year

Professional Attire: Business casual, clean and neat

Customer Service: Very pleasant service. (Nominee) helped with luggage and door

Driver's Knowledge: Knew how to get to destination in shortest time

Vehicle: Very clean with nice air conditioning

Professional Attire: very nice attire

Customer Service: Excellent, great communicator, pleasure to ride with

Driver's Knowledge: Pointed Miami history along the ride

Vehicle: Clean, signs good, cool ride

Professional Attire: Dressed as a professional

Third Quarter 2009

Nomination #3-3

CR original application 07/08/1992

Citations 0 – Complaints 0

In a letter to the Passenger Transportation regulatory Division, the passenger writes:

Dear Sirs,

I am writing this letter to recognize the ultimate professionalism of (the nominee), a driver for Central cab.

On a recent vacation to South Beach, on the night of August 4, 2009, (the nominee) provided a short, pleasant, safe and uneventful ride to a local hotel restaurant. Upon exiting the cab, I quickly realized this was all to change.

You see, upon paying the fare, I inadvertently dropped my wallet to the floor. Within minutes, I realized my misfortune but (the nominee) was gone. Its contents included \$600 + dollars, credit card, social security card, priceless family photos of my kids, and my pilot's license & medicals and associated documents. (I am a commercial air line pilot for a major airline)

During my frantic search, numerous cabbies, company dispatchers and the Miami Beach police department all told me my chances of ever retrieving my wallet again was zero percent. But through the actions, concern and determination of (the nominee) he proved them all wrong.

It was not easy. After finding my wallet, listed below are some of the efforts and time (the nominee) demonstrated to see through what he believed was the right thing to do:

- Returned to the restaurant and checked with the hotel lobby to see if I was staying there,
- Searched for me on the internet and out of state phone books,
- Contacted the Miami airport,
- Sent a letter to the address on my driver's license telling me of his discovery and leaving his phone number.

CHAUFFEUR NOMINATIONS

2009 Chauffeur of the Year

This led to a phone conversation and the return of my wallet. All this for a man he only met for 10-minutes. My family and I will always be grateful to (the nominee).

At my airline, we annually recognize those who not only are true professionals and leave a positive image on their company, but reward those who go above and beyond what is required of them in unique situations.

I am writing this to you to acknowledge/nominate (the nominee). My family and I certainly feel that he has met all of these requirements.

In cockpits at 37,000 feet above South Beach, and the remainder of the USA, (the nominee's) efforts and determination are being told from crew to crew. We all agree, the next time we visit South Beach and open that cab door, it is (the nominee) and his smile looking back at us.

Sincerely,

Mike Swenson

Fourth Quarter 2009
To be selected